



# Take Charge Eligibility

Application Processing Changes  
effective

October 1, 2007

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DSHS, HRSA



# Effective October 1, 2007

- ◆ Clients with no access to their SSN will be able to apply for TC and have eligibility.
- ◆ Domestic Violence exemption clarified.



# Training Objectives

- ◆ Take Charge Providers will:
- ◆ Assure TC applicants have or apply for an SSN
- ◆ Apply clarified definition of domestic violence when approving TPL good cause exemptions for clients covered under perpetrators insurance



# Training Objectives, cont'd

- ◆ Take Charge Providers will:
- ◆ Document risk assessment/ referrals for TC applicants who are victims of DV
- ◆ List the problems identified with the MEQC review
- ◆ Participate in corrective action

# Social Security Numbers


- ◆ Federally required for Medicaid recipients





# What Happens for Regular Medicaid Applicants w/o an SSN?

- ◆ Clients are given a referral form to use to get existing SSN or apply for an SSN.
- ◆ They are eligible for services for 60 days.
- ◆ If they do not supply an SSN within 60s, they will be disenrolled and are not eligible for benefits until they can provide an SSN.



The risk incurred if an SSN is not supplied for a TC client after 60 days:

- ◆ TC clients are currently enrolled for a year
- ◆ They receive one coupon with a full year of eligibility
- ◆ We currently have no way to disenroll clients after are enrolled their coupon has been mailed out to them.
- ◆ A client without an SSN after 60 days is considered ineligible by CMS.



# Social Security Numbers

- ◆ Clients 16 and younger





Clients with no access to their SSN:




# Clients who have access to their SSN

- ◆ These are clients who say they can't remember their SSN
- ◆ They say they don't have it with them but they can easily get it



# SSN Referral Form

- ◆ This is the same form given by the CSO to clients who do not have or do not have access to their SSN.
- ◆ It will be very recognizable to the Social Security Office.
- ◆ Providers need to give directions to the closest Social Security Office.



# Having an SSN is a benefit to both the client and the program

- ◆ You need it to apply for a job, scholarships, health insurance and a host of other important things.
- ◆ When clients provide us with an SSN they help us to keep in compliance with federal rules which will help with the long term continuation of the program.
- ◆ We are in this together.

# Domestic Violence

- ◆ Domestic Violence clearly defined



# Domestic Violence and TPL

- ◆ Clients under 18- no contact made with parent's insurance
- ◆ Client's over 18- DV exception available
- ◆ Document you assessment of their risk
- ◆ Document any referrals made



# Domestic Violence and TPL

- ◆ Information needed by HRSA to block Insurance billings and protect client who is victim of DV
- ◆ Clients who are 18 years old or younger seeking confidential services and who are covered under their parent's /guardians' health insurance will continue to have an exception from the TPL requirements of the waiver.



# October 1, 2007

- ◆ All clients applying for TC on and after 10-01-07 must use the new application.
- ◆ We will continue to process “old” applications signed and dated before 10-01-07. **Those applications must have a SSN in order to be processed.**





# Part Two of Training

- ◆ Medicaid Eligibility Quality Control Unit



# MEQC Review

- ◆ This review by the Medicaid Eligibility Quality Control unit is required by CMS to assure that every eligible client is enrolled and only eligible clients are enrolled.
- ◆ The findings will be reported to CMS in detail by the MEQC staff.



# Design of review

- ◆ Hard copy application was compared to the electronic application.
- ◆ Electronic application was compared to what was entered into the HRSA ACES data base.
- ◆ Income and insurance was verified through multiple sources.
- ◆ Clients over 18 were called and interviewed.



# Preliminary findings of MEQC Review

- ◆ Overall findings are positive!
- ◆ More than half of the 20 providers reviewed had no findings that affected client eligibility.
- ◆ HRSA will work with those providers with findings to assure CMS that problems are being resolved



# Overarching Problem Identified

- ◆ Nearly all of the problems identified were directly related to the lack of information and assistance given to clients as they filled out their TC application



# Problems with Application Assistance

- ◆ Clients were not being screened to see if they needed or wanted FP before being given an application.
- ◆ Clients were not given information about what TC covers or does not cover.
- ◆ Clients were not being informed that TC is a statewide program.
- ◆ Clients were not getting assistance in filling out the application.



# Application Assistance, Cont'd

- ◆ Clients were not being told that all the information that they give can and will be verified.
- ◆ Clients were not being told the advantages of having coupon sent to them.
- ◆ The completed application was not being reviewed while the client is still present.
- ◆ There were instances where clients were counseled to withhold or alter information.





# Citizenship Declaration

- ◆ Many Citizenship Declarations were incomplete, undated or unsigned





# Insurance

- ◆ Clients disclosed to reviewers that they have health insurance and that the persons providing application assistance have counseled them to omit that from TC application.



# Income

- ◆ Clients are do not always understand the difference between gross and net income.
- ◆ Clients do not understand that they need to put down their monthly income- not their weekly or bimonthly income.
- ◆ Clients do not understand who can be counted a family
- ◆ Clients need to be told in a straightforward way about the importance of being completely honest!



# Documentation

- ◆ The clinic portion of the application is being left blank.



# Learning Opportunity

- ◆ The review has given us important information about how well the application process is working for our largest providers.
- ◆ New employees must be given training about TC.
- ◆ HRSA will do follow up monitoring with providers that had the most findings.



# We are counting on you!

- ◆ The beauty of TAKE CHARGE is that clients can apply at your office- not the CSO!
- ◆ The foundation of program integrity lies in the application process.
- ◆ When application assistance is not done carefully and thoroughly, ineligible clients could be enrolled in TC.



# Help us

- ◆ To enroll **every** eligible client and **only** eligible clients.
- ◆ Thank you for your support in making this the best family planning program in the country.



# Certificate of Completion

◆ This certifies that



◆ Employee of \_\_\_\_\_

◆ Completed the Take Charge Application Process Training for changes that will be effective 10-01-07.

◆ Date \_\_\_\_\_ Initial \_\_\_\_\_



# Summary

- ◆ Questions?
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